

Maryland Workgroup for Workforce Development of Community Health Workers, 22nd September 2014

Arrangements for training, credentialing and
payment for Community Health Workers
in other states

State Presentations

- The state presentations describe and explain each state's legislative and institutional structure for developing and maintaining quality standards and requirements for CHWs practicing in the state.
- The aim is to assist the Maryland workgroup in identifying:
 - (a) the key choices it will need to make in arriving at recommendations regarding the training and credentialing required for CHWs to be certified as nonclinical healthcare providers
 - (b) the alternative approaches through which the state can promote and approve training and credentialing of CHWs
 - (c) payment policies that will support, drive and shape the spread of Community Health Workers across the state

New Mexico
Department of Health
Community Health Worker Initiative

**Maryland Workgroup for
CHW Workforce Development**

September 22, 2014

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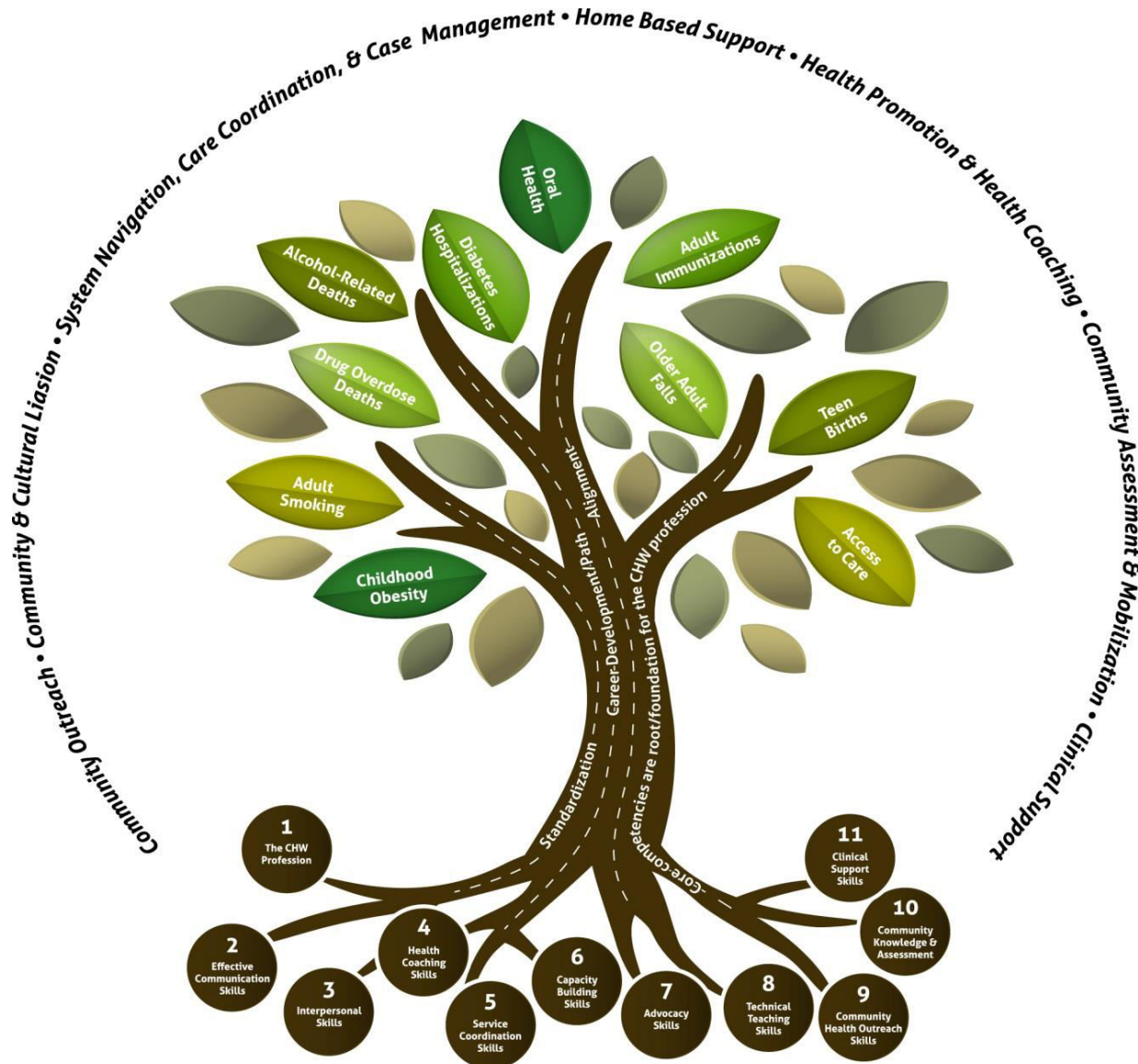


New Mexico CHW Definition:

APHA CHW Section

A Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.

CHW Core Competencies, Roles and NM DOH Health Priorities



New Mexico Eleven CHW Core Competencies



New Mexico CHW Competency Standards

NM CHW/CHR Core Competencies and Training Standards

Description & Hours		Aspects of Competency	Training Standards
1: The CHW Profession	<p>CHWs & CHRs in NM need to know their profession's history, modern identity, scope of practice, and the boundaries and standards of practice to provide high quality services that are effective and ethical. They need to understand their rights as health professionals and how to manage the stress related to their work. CHWs/CHRs need to understand their unique role as frontline public health workers to successfully address the determinants of health and improve individual, family, and community health and well being. As health professionals and essential members of care teams, CHWs/CHRs need to know of opportunities for professional growth and development, and participate in professional organizations and communities of practice.</p> <p>12 Hours</p>	1.1 Scope of practice & history of the profession	<p>1.1.1 Describe the history, role, & impact of CHWs/CHRs in improving individual & community health</p> <p>1.1.2 Describe the NM CHW Scope of Practice</p>
		1.2 CHW code of ethics, professional boundaries, and self care	<p>1.2.1 Define the CHW Code of Ethics and demonstrate performance of ethical behavior as a CHW</p> <p>1.2.2 Identify & explain the boundaries of the CHW role, how to establish boundaries with clients, & the role of a CHW on multi-disciplinary teams</p> <p>1.2.3 Describe & utilize self-awareness and self-care practices</p>
		1.3 Public health concepts & approaches	1.3.1 Describe the determinants of health & recognize how they impact health needs & priorities
		1.4 Client-centered approach	1.4.1 Describe a client-centered approach
		1.5 Cultural humility & competence	1.5.1 Recognize and appropriately respond to the beliefs, values, culture, and languages of the Individuals/ communities being served
		1.6 Organizational & professional skills	1.6.1 Prioritize, activities & effectively manage time
		1.7 CHW certification & professional development	1.7.1 Describe & access national & state CHW professional organizations & training resources
			1.7.2 Explain the NM CHW voluntary certification policy & process for obtaining certification (including grandfathering)
			1.7.3 Identify and utilize tools and resources for CHW professional development
2: Effective Communication Skills	<p>CHWs and CHRs in NM must communicate effectively in both a professionally appropriate and culturally sensitive manner to a diversity of both individuals and groups that includes their clients, their client's families, service providers, and diverse community contacts. They must be good listeners to gather and share information about the experiences, behavior, strengths and needs of those they serve. They must provide health information and support in ways that are understood and accepted, working in 1-on-1 settings or leading groups in health education. CHWs and CHRs also need to communicate well and support others in situations of conflict or stress.</p> <p>12 hours</p>	2.1 Observation & non-verbal communication	<p>2.1.1 Identify & respond to non-verbal communication</p> <p>2.1.2 Use appropriate body language & other non-verbal communication skills in communicating with individuals</p>
		2.2 Verbal communication	2.2.1 Communicate with individuals in a non-judgmental & appropriate manner
			2.2.2 Speak & write to individuals in their preferred language at an appropriate literacy level (obtain interpreters if unable to communicate in client's preferred language)
			2.2.3 Describe client rights, confidentiality, & health information in clear language & assess client comprehension
			2.2.4 Practice active & reflexive listening & attend to client concerns
			2.2.5 Ask open ended questions to gather client information & elicit perspectives & needs
			2.2.6 Utilize affirming statement to provide positive reinforcement
			2.2.7 Use summary statements to review information & establish mutual understanding
			2.2.8 Use written & visual materials that convey information clearly & respectfully
			2.2.9 Utilize basic group communication & facilitation skills when speaking to groups
			2.2.10 Provide professional appropriate feedback to other members of care team
		2.3 Negotiate, mediate, & resolve conflict	2.3.1 Assist individuals & groups in managing & resolving conflicts
		2.4 Documentation	2.4.1 Report relevant information to others succinctly, accurately, and in appropriate format
			2.4.2 Document information in an effective, efficient, and timely manner

New Mexico CHW Competency Standards continued...

	Description & Hours	Aspects of Competency	Training Standards
3 : Interpersonal Skills	<p>CHWs and CHRs in NM need to have a strong capacity to develop positive relationships with the diversity of people with whom they interact. To do so, they must be able to listen, & respond to clients and communities with care, compassion and kindness.</p> <p>8 Hours</p>	3.1 Establish trust	3.1.1 Engage clients & service providers in ways that establish trust & rapport
			3.1.2 Create a non-judgmental atmosphere in interactions with clients & their families
			3.1.3 Utilize a client and community-centered approach (assets-based, non-directive)
		3.2 Build Relationships	3.2.1 Establish relationships with individuals, their families, and providers
			3.2.2 Adapt strategies to unique client characteristics and circumstances
		3.3 Demonstrate empathy & compassion	3.3.1 Demonstrate sensitivity, respect, and empathy
4: Health Coaching Skills	<p>CHWs and CHRs in NM need to be able to consistently support their clients and their clients' families to adopt and maintain positive behavior changes. They need to be able to apply knowledge of the impacts of positive and risky behaviors. They must also be able to engage clients to gather information on barriers to change, goals, and need in order to adapt strategies for prevention and maintenance of health conditions to meet the needs of those they serve.</p> <p>16 Hours</p>	4.1 Health promotion & disease prevention	4.1.1 Provide information about health risks & possible problems in a manner that allows clients & families to face current of potential problems with minimal fear and avoidance
			4.1.2 Define, provide tools, & implement preventive health measures with clients & the community
		4.2 Behavior change strategies	4.2.1 Utilize various motivational approaches to gather client's health goals & priorities
			4.2.2 Identify & strategize coaching interventions using the stages of change model
			4.2.3 Utilize behavior change strategies to collaboratively develop, implement, and revise health goals & self-management plans with clients
			4.2.4 Respect & actively support client's choices and preferences
		4.3 Maintenance & relapse prevention	4.3.1 Identify & integrate formal & informal resources to support client choices & preferences
			4.3.2 Document information in an effective, efficient, and timely manner
5: Service Coordination Skills	<p>CHWs and CHRs in NM need a thorough understanding of local, state, and national resources, eligibility requirements, and processes for accessing to ensure their client receive needed care. They must be able to support advocate on behalf of their clients to ensure care is received in a timely fashion, and support clients to gain confidence with self-advocacy and follow-up of referrals. CHWs/CHRs need to build and maintain positive relationships with a broad network of community support services and care providers, to identify barriers to accessing care and develop strategies to overcome them.</p> <p>8 Hours</p>	5.1 Case finding & recruitment	5.1.1 Identify high risk clients or clients with unmet needs
			5.1.2 Record & maintain information on clients, referrals, & appointments
		5.2 Navigation & linking to services	5.2.1 Develop & document lists of clients, partnership networks and institutional resources, to address individual, family, & community needs & to improve service delivery
			5.2.2 Establish & maintain relationships with staff at referral organizations
			5.2.3 Refer clients to appropriate service providers & confirm that appointments were kept
			5.2.4 Advocate effectively with others so that clients receive needed care in timely manner
			5.2.5 Train clients how to follow-up on referrals and provide support as needed
			5.2.6 Facilitate client enrollment into appropriate programs
			5.2.7 Serve as a liaison between organizations & specific groups
		5.3 Case Management	5.3.1 Help improve access to resources by identifying barriers, documenting details, & developing strategies to remove them
			5.3.2 Provide information & support to individuals to self advocate

New Mexico CHW Competency Standards continued...

	Description & Hours	Aspects of Competency	Training Standards
6: Capacity Building Skills	<p>CHWs and CHR in NM need to be able support their clients, their clients' families, and their communities to strengthen their ability to care for themselves. They must be able to work with and mobilize diverse individuals and groups to identify strengths and resources, develop plans to address needs, and take action to achieve their goals.</p> <p>12 hours</p>	6.1 Strengths- based approach	6.1.1 Build upon rapport with clients & their families to help them identify their own strengths & problem solving abilities
		6.2 Individual empowerment	6.2.1 Broaden clients' awareness of factors that influence individual & family behavior
			6.2.2 Continue to learn new ways of service the community and support others to do the same
		6.3 Health literacy	6.3.1 Promote & support clients, families, & communities to obtain, understand, & use health information
			6.4.1 Mobilize individuals, families, & communities to identify & pursue community goals
		6.4 Community organizing	6.4.2 Identify community leaders and allies
			6.4.3 Work with others to organize appropriate & effective community events, forums, and action
		6.5 Leadership development	6.5.1 Build personal leadership skills
			6.5.2 Support the development of leadership skills in others
7: Advocacy Skills	<p>CHWs and CHR in NM need to be able to effectively advocate on behalf of their clients and communities within their agencies and with other providers, to ensure clients receive needed care in a timely fashion. They must be able to support their clients to gain the skills and confidence they need to advocate for their health and create meaningful change in their communities. They need to be able to raise awareness of health issues and support changes in broad policies and practices to address community needs.</p> <p>8 Hours</p>	7.1 Speak on behalf of individuals & organizations	7.1.1 Speak for individuals or communities to overcome barriers & withstand intimidation
			7.1.2 Promote self-confidence of individuals to speak out for themselves & others
			7.1.3 Train individuals & communities in advocacy techniques
		7.2 Educate health & social service system	7.2.1 Promote a cause that is relevant to the community served, and organize individuals, resources, and data to support the cause
			7.2.2 Maintain awareness of structural & policy changes in the health & social service systems
			7.2.3 Participate in agency and public efforts to promote awareness & respect for differing cultural groups in the community
		7.3 Work for change in practices & policies	7.3.1 Be aware of common challenges to human, civil, & legal rights
			7.3.2 Identify health issues that can be effectively addressed with advocacy
			7.3.3 Identify decision makers and individuals/groups of influence
			7.3.4 Assist individuals & communities to take collective action
8: Technical Teaching Skills	<p>CHWs and CHR in NM need to understand the principles of adult learning to address learners' interests and needs, as well as to ensure content, materials and delivery methods are appropriate for their audience. They need to utilize and adapt health education methods to address different learning styles, and incorporate participant feedback into their training sessions.</p> <p>8 Hours</p>	8.1 Adult learning principles	8.1.1 Utilize adult learning principles & methods to motivate, inspire, and promote learning in 1-on-1 and group settings
			8.1.2 Use training strategies & techniques that address various learning styles
			8.1.3 Provide reliable information appropriate to the needs of the learner
		8.2 Health education with individuals & groups	8.2.1 Plan & organize presentation, training sessions, workshops & other activities
			8.2.2 Identify and select audience appropriate training materials
			8.2.3 Identify & explain training program goals & objectives
			8.2.4 Support active & equal participation in groups
			8.2.5 Seek & incorporate feedback from training participants
			8.2.6 Evaluate the effectiveness of training program
			8.2.7 Operate commonly used audiovisual equipment
		8.3 Effective Meetings	8.3.1 Planning meeting agenda & manage time appropriately

New Mexico CHW Competency Standards continued...

	Description & Hours	Aspects of Competency	Training Standards
9: Health Outreach Skills	<p>CHWs and CHRs in NM need to have a comprehensive understanding of the strengths and limitations of working out in the community, including identifying and planning appropriate responses to challenging boundary issues and safety concerns. They must be able to adapt and use different outreach strategies to bring information and services to areas of need, and support the creation of networks between care providers and the community.</p> <p>8 Hours</p>	9.1 Indications for using outreach	<p>9.1.1 Identify health issues to be addressed by outreach & desired health outcomes</p>
		9.2 Planning & conducting health outreach including home visiting	9.2.1 Define communities to be served by outreach
			9.2.2 Identify basic geographic & structural features that support & inhibit outreach in the community
			9.2.3 Build relationships through community networking, community forum, and organizational allies
			9.2.4 Build a positive reputation in communities for outreach
			9.2.5 Identify & respond to ethical challenges in outreach
			9.2.6 Engage in & utilize appropriate outreach methods (individuals vs. groups, home visiting, agency outreach, street outreach, activity based outreach, social marketing, etc
			9.2.7 Adapt outreach strategies based-on population
		9.3 Safety	9.3.1 Identify personal safety issues and plan responses to potentially dangerous situation
10: Community Knowledge & Assessment	<p>CHWs and CHRs in NM need to have a thorough understanding of their community's strengths & assets, needs & concerns, and their goals. They must be able to use a variety of methods to gather and document this information, and be able to apply basic health and public health concepts to use the information to inform the planning, development, and evaluation of programs to address community needs. CHWs and CHRs also need to be able to translate and present health data and assessment results in a simple format that is easily understood by the community.</p> <p>8 hours</p>	10.1 Gather community knowledge & strengths	<p>10.1.1 Identify document community strengths, assets, and resources</p> <p>10.1.2 Identify community leaders, organizations, and characteristics important to improving, and maintaining client and community health</p>
		10.2 Identify community needs and priorities	10.2.1 Stay current on issues affecting individuals & know how & where to find answers to difficult questions
			10.2.2 Identify, assess, and document community needs using health status data, demographic information, surveys, focus groups, canvassing, etc
			10.2.3 Acquire information on specific health trends and topics
		10.3 Share results	10.3.1 Document findings and share results to support program planning, implementation, and evaluation
			10.3.2 Share results with community in way that is clear and understood

New Mexico CHW Competency Standards continued...

Description & Hours		Aspects of Competency	Training Standards
Optional 11: Clinical Support Skills	<p>Some CHWs and CHRAs in New Mexico utilize clinical skills to conduct screening and support standards of care. Clinical skills may be provided to the patient as a part of a healthcare team in a clinical, home, or community setting.</p> <p>9 Hours</p>	11.1 Blood Pressure: Technique, Interpretation & Coaching	11.1.1 Explain blood pressure procedure
			11.1.2 Correctly measure blood pressure
			11.1.3 Provide patients with results and interpretation of blood pressure
			11.1.4 Recognize blood pressure values requiring follow up with provider, including urgent care.
			11.1.5 Assess patient understanding and clarify questions of blood pressure results
			11.1.6 Explain importance of blood pressure
			11.1.7 Define the goal blood pressure for patient
			11.1.8 Engage patient to learn what they do to control their blood pressure
			11.1.9 Develop action plan with patient to help them lower blood pressure
			11.1.10 Confirm mutual understanding and answer questions about plan
		11.2 Height, Weight, & BMI: Technique & Interpretation	11.2.1 Explain BMI procedure and the importance of assessing BMI
			11.2.2 Correctly measure weight
			11.2.3 Correctly measure height
			11.2.4 Correctly figure BMI
			11.2.5 Provide patient with results and interpretation of BMI
			11.2.6 Assess understanding and answer questions
		11.3 Blood Glucose Technique, Interpretation & Coaching	11.3.1 Explain procedure and importance of testing
			11.3.2 Correctly collect blood sample and dispose of materials
			11.3.3 Demonstrate correct meter operation
			11.3.4 Provide patient with results and interpretation (recognize normal, low, and high results for both fasting and post-meal tests)
			11.3.5 Recognize blood glucose values requiring intervention, including urgent care.
			11.3.6 Explain and recommend typical testing pattern
			11.3.7 Assess understanding and answer questions
		11.4 A1C: Interpretation & Coaching	11.4.1 Explain the importance of A1C and the dangers of high and low blood sugar
			11.4.2 Define the ideal A1C range for the patient as determined by their provider
			11.4.3 Review and interpret A1C results for patient
			11.4.4 Review causes of high blood sugar with patient and help to identify action steps to focus on
			11.4.5 Assess understanding and answer questions
		11.5 Cholesterol : Interpretation & Coaching	11.5.1 Explain the importance of HDL, LDL, and triglycerides
			11.5.2 Define ideal target range for patient
			11.5.3 Review patient lipid panel
			11.5.4 Interpret results for patient
			11.5.5 Review causes of high cholesterol with patient and help to identify action steps to focus on
			11.5.6 Assess understanding and answer any questions
		11.6 Oxygen Saturation, Pulse, Respiration Rate & Temperature: Technique,	11.6.1 Explain procedure and importance of oxygen saturation
			11.6.2 Explain procedure for assessing pulse, respiration rate and temperature
			11.6.3 Recognize normal and out of range values for these assessments
			11.6.4 Notify provider of abnormal results

CHW Roles/Scope of Practice

New Mexico Department of Health Office of Community Health Workers

CHW/CHR Scope of Practice: Roles and Related Tasks

The Scope of Practice represents the full range of what CHWs can do and recognizes that CHWs may perform all or some of these roles depending on their job

ROLE	Community Outreach <ul style="list-style-type: none"> <input type="checkbox"/> Find and recruit individuals & families <input type="checkbox"/> Utilize community health outreach methods and strategies <input type="checkbox"/> Conduct home visits <input type="checkbox"/> Promote health literacy <input type="checkbox"/> Perform advocacy activities <input type="checkbox"/> Conduct community organizing activities
ROLE	Community & Cultural Liasion <ul style="list-style-type: none"> <input type="checkbox"/> Practice cultural sensitivity & cultural competence <input type="checkbox"/> Provide culturally and linguistically appropriate services <input type="checkbox"/> Translate & interpret <input type="checkbox"/> Perform advocacy activities
ROLE	System Navigation, Care Coordination, & Case Management <ul style="list-style-type: none"> <input type="checkbox"/> Connect with clients and families <input type="checkbox"/> Identify individual strengths and needs <input type="checkbox"/> Address basic needs (food, shelter, safety) <input type="checkbox"/> Promote understanding of health information <input type="checkbox"/> Promote understanding of educational health materials <input type="checkbox"/> Set goals and provide action planning <input type="checkbox"/> Navigate health & social service systems <input type="checkbox"/> Facilitate enrollment in health programs & Services <input type="checkbox"/> Translate and interpret <input type="checkbox"/> Coach on problem solving <input type="checkbox"/> Provide moral support <input type="checkbox"/> Coordinate referrals, care, & follow-up <input type="checkbox"/> Provide feedback to medical providers <input type="checkbox"/> Promote follow-up/ maintenance of treatment <input type="checkbox"/> Record and document information
ROLE	Home Based Support <ul style="list-style-type: none"> <input type="checkbox"/> Connect with clients and families <input type="checkbox"/> Conduct home visits and environmental assessments <input type="checkbox"/> Promote understanding of health information <input type="checkbox"/> Promote understanding of educational health materials <input type="checkbox"/> Promote self-sufficiency <input type="checkbox"/> Provide moral support <input type="checkbox"/> Teach families how to self-advocate
ROLE	Health Promotion & Health Coaching <ul style="list-style-type: none"> <input type="checkbox"/> Translate and interpret <input type="checkbox"/> Teach health promotion and prevention <input type="checkbox"/> Coach on problem solving, self-care, & self management <input type="checkbox"/> Support & model behavior change <input type="checkbox"/> Promote understanding of health information <input type="checkbox"/> Promote understanding of educational health materials <input type="checkbox"/> Apply adult learning principles <input type="checkbox"/> Utilize harm reduction principles <input type="checkbox"/> Promote follow-up/ maintenance of treatment <input type="checkbox"/> Lead educational & support groups <input type="checkbox"/> Record and document information
ROLE	Community Assessment & Mobilization <ul style="list-style-type: none"> <input type="checkbox"/> Identify community strengths and needs <input type="checkbox"/> Utilize community-based research tools & methods <input type="checkbox"/> Communicate & represent needs of community to partners & organizations <input type="checkbox"/> Develop & implement community action plans <input type="checkbox"/> Conduct interviews <input type="checkbox"/> Enter data and conduct web searches <input type="checkbox"/> Record and document information <input type="checkbox"/> Conduct community organizing <input type="checkbox"/> Perform advocacy activities
ROLE	Clinical Support <ul style="list-style-type: none"> <input type="checkbox"/> Conduct health screenings <input type="checkbox"/> Measure and respond to vital signs <input type="checkbox"/> Promote follow-up/ maintenance of treatment <input type="checkbox"/> Arrange/provide transportation/ambulance as appropriate <input type="checkbox"/> Conduct home visits <input type="checkbox"/> Translate and interpret <input type="checkbox"/> Link to available health services & low/no cost support programs <input type="checkbox"/> Document & record information

Scope of Practice and Competencies

Relationship between the NM CHW Scope of Practice and the NM 11 CHW Core Competencies

NM CHW Scope of Practice represents the full range of what CHWs can do and defines the CHW profession.

- Recognizes that CHWs may perform all or some of the described roles depending on their unique jobs
- Is based on the input of NM CHWs, employers, & the results of NM & national CHW workforce studies
- Is based on the roles & tasks CHWs perform, and includes the knowledge, skills, & attributes needed to perform them



Roles are like the different “hats” CHWs wear in their jobs.

- Roles are the broad functions CHWs carry out (ex: *navigation* vs. *home visiting*)



Tasks are the activities that CHW do when “wearing a particular hat”

- Some tasks are related to more than 1 role



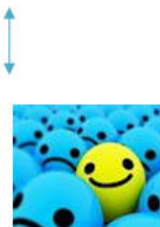
Core Competencies are the essential knowledge & skills that CHWs use to accomplish their tasks

- Competencies support CHWs to work as generalists. Training in specialty topics (like diabetes) may also be needed
- New Mexico's 11 CHW Core Competencies are directly aligned with:
 - ✓ National standards endorsed by the American Public Health Association CHW Section
 - ✓ Recommendations of the New Mexico CHW Association, regional Promotora Committees, and the NM CHW Advisory Council



Qualities are personal characteristics that make CHWs effective in the application of their skills & knowledge.

- They are the foundation of the profession. They can be strengthened but usually not taught.
- | | | |
|-----------------------------------|----------------------------------|------------------------|
| ✓ Desire to help | ✓ Understanding & non-judgmental | ✓ Committed/ dedicated |
| ✓ Trusted member of the community | ✓ Kind & compassionate | ✓ Flexible |
| ✓ Friendly & inclusive | ✓ Self confident & courageous | ✓ Responsive |
| | ✓ Respectful | ✓ Reliable |

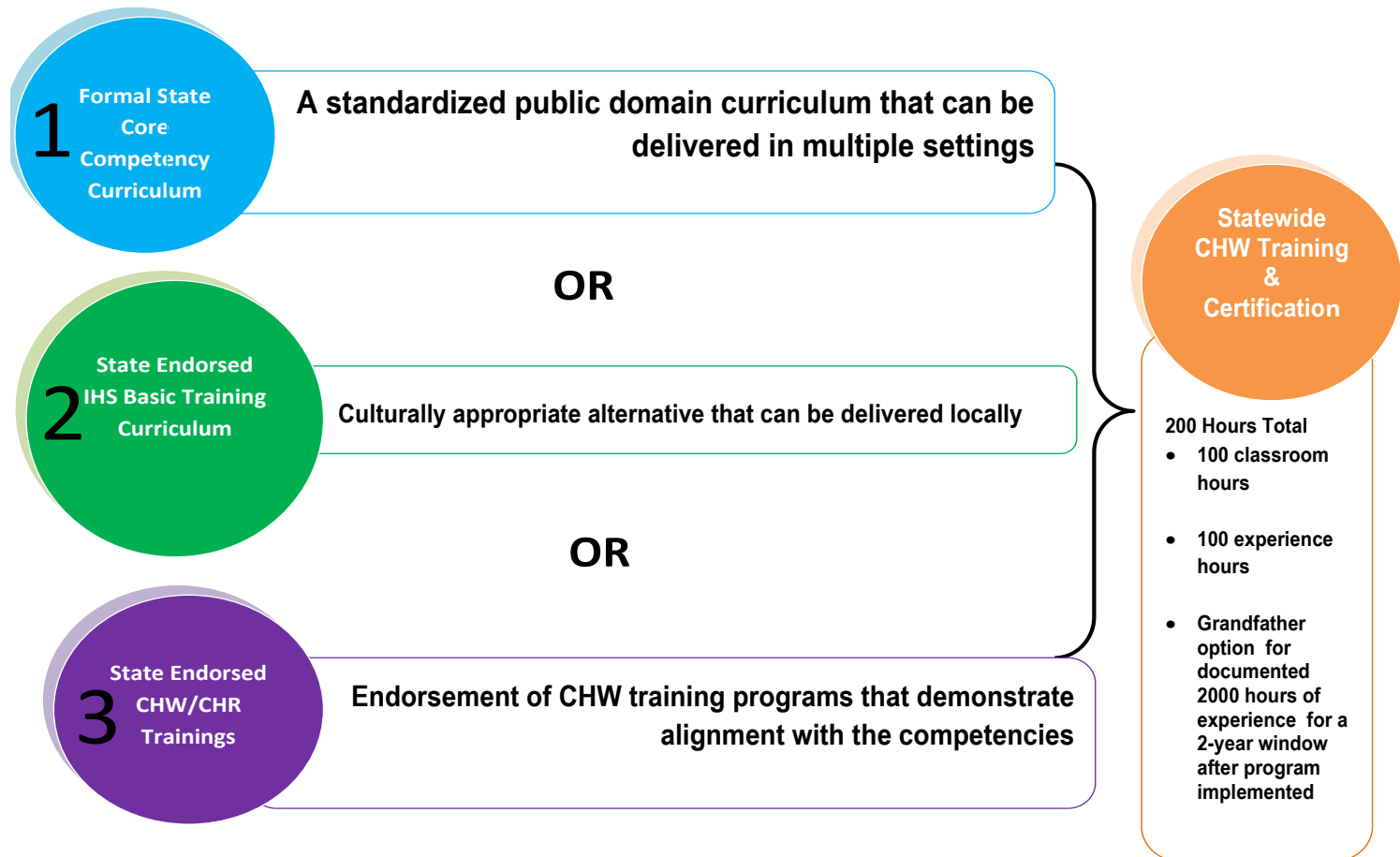


NM CHW Certification Act

Part of the Governor's Healthcare Workforce Initiative

- ☐ Increase access to care
- ☐ Develop health care workforce
- ☐ Improve quality of care
- ☐ Promote job opportunities
- ☐ Support sustainable funding for CHW services
- ☐ First step in Medicaid reimbursement
- ☐ Voluntary CHW Certification
- ☐ Grandfathering
- ☐ Renewal
- ☐ Standardize CHW training in multiple settings
- ☐ CHW Registry
- ☐ Background Check
- ☐ 18 years +

Pathways for New Mexico CHW Certification



Exploration of Payment Models for NM CHWs

- ❑ Wage generally ranges between \$11.00-\$18.00 / hr
- ❑ Often volunteer services
- ❑ Work in a variety of settings:
 - Health Centers
 - Federally Qualified Health Centers
 - Managed Care Organizations
 - Public/Community Health Commons Facilities
 - Hospitals
 - Tribal Communities
 - Community Based Organizations

Where Are We Now?

CHW Certification Act

Rules/Regulations
Certification Board
Grandfathering
On-line Application
Registry
Standardized Core and Specialty Training

Partnerships & Collaborations

CHW Advisory Council
Universities and Community Colleges
Associations and Committees
Legislative Task Forces and Work Groups

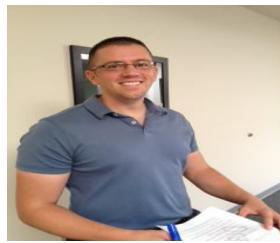
Funding of CHW Services

Human Services Division
Managed Care Organizations
Community Health Centers/Hospitals
Community Based Organizations
Grant Applications

Evaluation

Certification Process
Impact on Job Market
CHW Career Development
Integration of CHWs
Contributions for Access to Care

Partnerships and collaborations



Presentation 2

Joan Cleary

Minnesota



Minnesota CHW Alliance

- The Alliance is a Minnesota nonprofit committed to equitable and optimal outcomes for all communities.
- We build systems' and community capacity for better health through the integration of CHW strategies.



CHW Definition

The Minnesota Community Health Worker Alliance uses the following CHW definition:

- *Community Health Workers (CHWs) come from the communities they serve, building trust and vital relationships. This trusting relationship enables CHWs to be effective links between their own communities and systems of care. This crucial relationship significantly lowers health disparities in Minnesota because CHWs: provide access to services, improve the quality and cultural competence of care, create an effective system of chronic disease management, and increase the health knowledge and self sufficiency of underserved populations.*

CHW Training Curriculum

- In 2003, the Healthcare Education Industry Partnership at Minnesota State University, Mankato, was awarded a grant to develop a statewide, standardized, competency-based CHW curriculum in higher education.
- This grant was informed by CHW employer survey findings that employers saw a positive outlook for CHW employment and identified a need for standardized training. CHW focus group results showed support for CHW education and professional development.
- A broad-based, multi-sector group was formed to design, pilot and finalize the curriculum with representation from CHWs, health providers, public health, health plans, community-based organizations, voluntary health associations, professional associations, funders and others.

CHW Training Curriculum, cont.

- The group's first step was to create a scope of practice and define competencies.
- With additional support, the curriculum was drafted and then piloted and launched as an 11 credit program.
- Revised in 2010, the expanded 14 credit curriculum includes: (1) core competencies; (2) health promotion competencies; and (3) field competencies through an 80 hour internship experience.
- In-person and online versions are now available.
- Currently seven schools offer the curriculum including five in the Minnesota State College and University System, one private university and one opportunity industrialization center. Over 500 CHWs have earned a certificate.
- For an overview of the curriculum, see:
<http://s472440476.onlinehome.us/wp-content/uploads/2013/05/EducationCurriculum.pdf>

CHW Training Curriculum, cont.

- The curriculum was intentionally created as a credit-bearing program in order to create an educational pathway for CHWs—not a dead-end.
- Credits are articulated with other health occupations in the Minnesota State College and University System
- Most health professionals in Minnesota are trained in higher education settings.
- CHW certificate holders can provide the know-how and inspiration for their families and communities to pursue higher education.
- We know that more highly educated people are healthier and live longer.

Core Competencies

- Role, Advocacy and Outreach
- Organization and Resources: Community and Personal Strategies
- Teaching and Capacity Building
- Legal and Ethical Responsibilities
- Coordination, Documentation and Reporting
- Communication and Cultural Competence

Health Promotion Competencies

- Healthy Lifestyles
- Heart Disease and Stroke
- Maternal/Child/Teen Health
- Diabetes
- Cancer
- Oral Health
- Mental Health

Practice Competencies

- Student Field Explorations
- Student Field Applications
- Student Field Internship

CHW Roles

Scope of Practice

- Bridge the gap between communities and the health and social services system
- Navigate the health and human services system
- Advocate for individual and community needs
- Provide direct services
- Build individual and community capacity
- *Job-specific roles defined by CHW employers*

Certification

- Minnesota does not yet have a state certification program for CHWs.
- We have a statewide CHW curriculum offered by post-secondary schools that leads to a certificate recognized by the MN Dept of Human Services, our state Medicaid agency.
- While we have chosen to be a leader in CHW education and payment, we have opted to observe and learn from other states' experience with CHW occupational regulation. Roster/registry under consideration.

Payment Models

- CHW services in Minnesota are supported by a variety of funding sources including grants, contracts, operating funds and Minnesota Health Care Programs (Medicaid, known as Medical Assistance in MN, as well as MinnesotaCare)
- Successful legislation passed in 2007 called for Medical Assistance coverage of care coordination and patient education services provided by a CHW with a certificate or grandfathered in who works under clinical supervision. See MN Statutes 2008, section 256B.0625, subdivision 49.

Payment Models, cont.

- Based on the 2007 statute and subsequent amendments, the MN Dept of Human Services (DHS) submitted a state plan amendment, approved by CMS, for coverage of diagnostic-related patient education services provided by CHW certificate holders under authorized clinical supervision.
- Coverage applies to FFS Medicaid as well as managed care.
- This payment stream is available to Medicaid-enrolled providers. CBO members of the Alliance who employ CHWs are exploring contract arrangements.
- For specifics, refer to DHS Provider Manual:
http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_140357

For more information

- Visit our website: www.mnchwalliance.org
- Read background report:
https://www.bcbsmnfoundation.org/system/asset/resource/pdf_file/26/C_HW_report_2010.pdf
- Contact: Joan Cleary, MM
Minnesota CHW Alliance
joanlcleary@gmail.com
612-250-0902

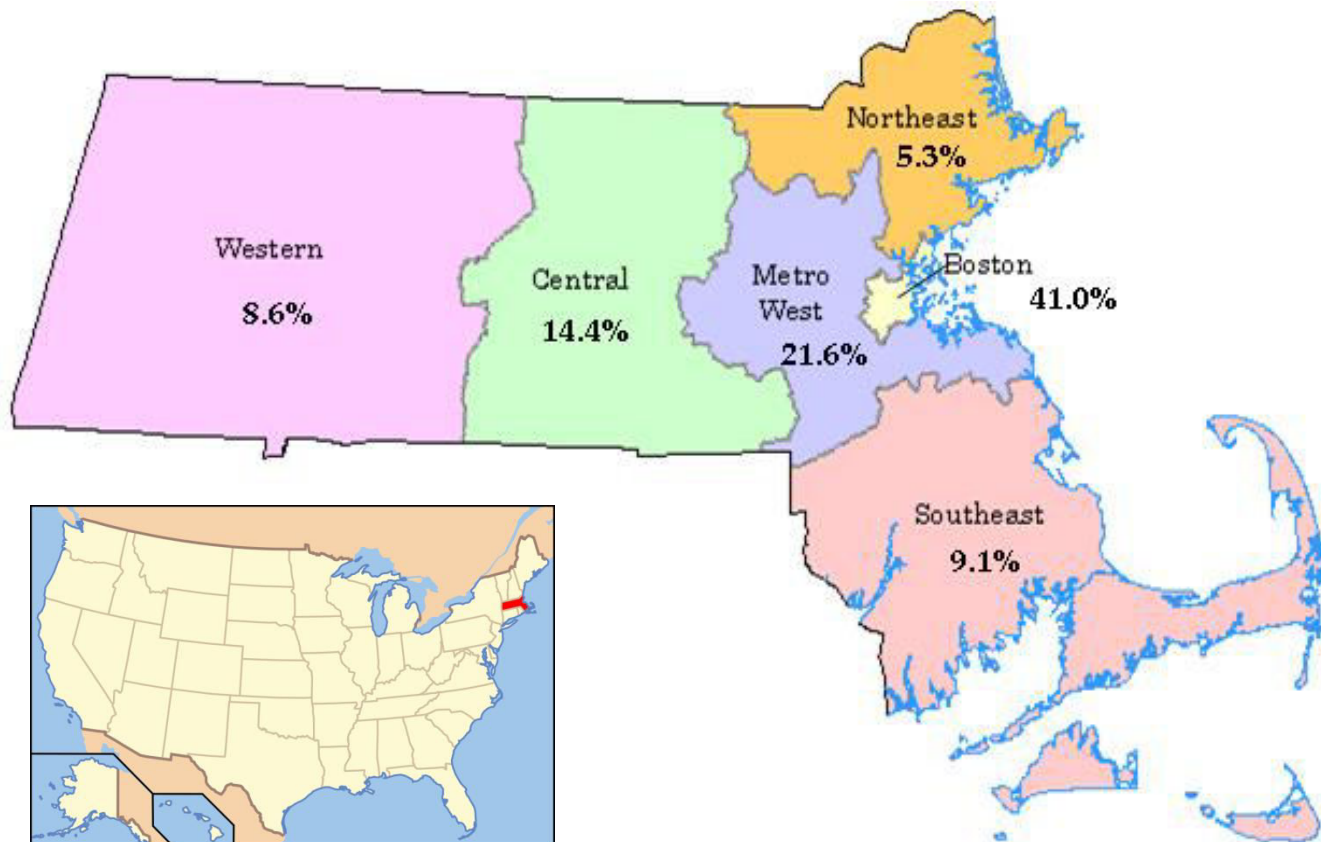
Presentation 3

Geoff Wilkinson

Massachusetts



Massachusetts



Definition

Mass. DPH uses the following definition of a Community Health Worker:

“...public health workers who apply their unique understanding of the experience, language, and/or culture of the populations they serve in order to carry out one or more of the following roles:

- Providing culturally appropriate health education, information, and outreach in community-based settings, such as homes, schools, clinics, shelters, local businesses, and community centers;
- Bridging/culturally mediating between individuals, communities and health and human services, including actively building individual and community capacity;
- Assuring that people access the services they need;
- Providing direct services, such as informal counseling, social support, care coordination, and health screenings; and
- Advocating for individual and community needs.
-
- CHWs are distinguished from other health professionals because they:
- Are hired primarily for their understanding of the populations and communities they serve;
- Conduct outreach a significant portion of the time in one or more of the categories above;
- Have experience providing services in community settings.”



CHW Training Curriculum

- Training programs currently have flexibility in curriculum design and delivery
 - Current range of 45 – 55 hours avg.
- State certification will include training standards:
 - Core competency based
 - 80% core competencies, 20% special topics
 - Minimum 80 hours
 - CHW trainers required in training teams
 - On-line only training prohibited



Core Competencies

- Core competencies defined by state board of certification, based on statute:
 - #1: Outreach Methods and Strategies
 - #2: Individual and Community Assessment
 - #3: Effective Communication
 - #4: Cultural Responsiveness and Mediation
 - #5: Education to Promote Healthy Behavior Change
 - #6: Care Coordination and System Navigation
 - # 7: Use of Public Health Concepts and Approaches
 - #8: Advocacy and Community Capacity Building
 - #9: Documentation
 - #10: Professional Skills and Conduct



CHW Roles

Certification regulations will define CHW **scope of practice**, as follows:

- providing culturally appropriate health education, information and outreach...
- bridging or culturally mediating between individuals, families, communities, services...
- assuring that community members access the health and human services they need...
- providing direct services, such as informal counseling ...
- advocating for individual, family, and community needs ...
- additional roles as may be identified by the board ...

CHW scope of practice does not include any act or service for which a license or registration issued by a professional licensing board is required.

“Health and human services” include:

- 1) health insurance programs and coverage;
- 2) programs and services offered through state and federal HHS agencies
- 3) policies, programs, and services reasonably related to promotion and protection of human health.



Certification

- Massachusetts is in advanced stages of adopting state certification for CHWs.
 - Based on Chap. 322, Acts of 2010
 - Certification under auspices of state department of public health, division of health professions licensure
 - Voluntary program (title act, not practice act)
 - Regulations to be adopted fall, 2014
 - Overseen by board appointed by governor
 - CHWs have plurality of seats on board
 - Standards for individual CHWs, training programs, and CHW trainers



Payment Models

- MassHealth 1115 waiver supports bundled payment pilot for CHW home visits with high-risk pediatric patients
 - SPA discussion with state Medicaid agency underway
- Other payment models to support CHW activity include:
 - Categorical grant funding
 - State-funded (e.g. Prevention Wellness Trust)
 - Federally funded (e.g., chronic disease integration, HIV/AIDS)
 - Provider core budgets (e.g., hospital navigators, community health centers)



Web Resources

- Mass. DPH Office of CHWs:
 - <http://www.mass.gov/eohhs/gov/departments/dph/programs/community-health/primarycare-healthaccess/healthcare-workforce-center/comm-health-wkrs/>
- Mass. Board of Certification of CHWs:
 - <http://www.mass.gov/eohhs/gov/departments/dph/programs/hcq/dhpl/community-health-workers/about/>



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Questions & Answers